Alcoholic Beverage Control

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

			Top Number - Total Incidents	
			Bottom Number - First Contact Resolution	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**FCR Total**
Alcoholic Beverage Control	Application Support	Chris Christensen	1 1	1 1
		Wayne Andersen	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Metro D Desktop Support	Greg Clawson	70 68	70 68
		Kevin Perry	2 0	2 0
		Rod Tucker	67 67	67 67
		Assigned to Individual Total	139 135	139 135
	Voice Operations	Gail Christiansen	2 0	2 0
		Romanza Hamblin Sorensen	4 0	4 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		147 137	147 137

Alcoholic Beverage Control

	Low	FCR Total
Customer Company Total	147	147
	137	137

Alcoholic Beverage Control

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

			Top Number - Total Incidents Bottom Number - Missed Inital Response	
Customer Company	**Assigned Group**	**Assigned to Individual**	**Low**	**MIR Total**
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0	1 0
		Wayne Andersen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro D Desktop Support	Greg Clawson	70 0	70 0
		Kevin Perry	2 0	2 0
		Rod Tucker	67 0	67 0
		Assigned to Individual Total	139 0	139 0
	Voice Operations	Gail Christiansen	2 0	2 0
		Romanza Hamblin Sorensen	4 1	4 1
		Assigned to Individual Total	6 1	6 1
	Assigned Group Total		147 1	147 1

Alcoholic Beverage Control

	Low	MIR Total
Customer Company Total	147	147
	1	1

Alcoholic Beverage Control

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours	
			Low	ATTIR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0.00	1 0.00
		Wayne Andersen	1 0.03	1 0.03
		Assigned to Individual Total	2 0.02	2 0.02
	Metro D Desktop Support	Greg Clawson	70 0.00	70 0.00
		Kevin Perry	2 0.46	2 0.46
		Rod Tucker	67 0.00	67 0.00
		Assigned to Individual Total	139 0.01	139 0.01
	Voice Operations	Gail Christiansen	2 0.38	2 0.38
		Romanza Hamblin Sorensen	4 0.46	4 0.46
		Assigned to Individual Total	6 0.43	6 0.43
	Assigned Group Total		147 0.02	147 0.02

Alcoholic Beverage Control

	Low	ATTIR Total
Customer Company Total	147	147
	0.02	0.02

Alcoholic Beverage Control

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0	1 0
		Wayne Andersen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Metro D Desktop Support	Greg Clawson	70 0	70 0
		Kevin Perry	2 2	2 2
		Rod Tucker	67 0	67 0
		Assigned to Individual Total	139 2	139 2
	Voice Operations	Gail Christiansen	2 0	2 0
		Romanza Hamblin Sorensen	4 0	4 0
		Assigned to Individual Total	6 0	6 0
	Assigned Group Total		147 2	147 2

Alcoholic Beverage Control

	Low	MR Total
Customer Company Total	147	147
	2	2

Alcoholic Beverage Control

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours	
			Low	ATTR Total
Alcoholic Beverage Control	Application Support	Chris Christensen	1 0.00	1 0.00
		Wayne Andersen	1 0.03	1 0.03
		Assigned to Individual Total	2 0.02	2 0.02
	Metro D Desktop Support	Greg Clawson	70 0.01	70 0.01
		Kevin Perry	2 7.87	2 7.87
		Rod Tucker	67 0.00	67 0.00
		Assigned to Individual Total	139 0.12	139 0.12
	Voice Operations	Gail Christiansen	2 1.27	2 1.27
		Romanza Hamblin Sorensen	4 1.04	4 1.04
		Assigned to Individual Total	6 1.12	6 1.12
	Assigned Group Total		147 0.16	147 0.16

Enterprise Incident Report July 2012

As of 8/1/2012

Alcoholic Beverage Control

	Low	ATTR Total
Customer Company Total	147	147
	0.16	0.16

Alcoholic Beverage Control

Detail

INC000000541690	Anita Knowley	Telecom	Call/Receive	Telephone		TIR Missed: No	0.40
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.59
INC000000541985	Liquor Store 24	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000541990	Liquor Store 37	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000542294	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000542414	Liquor Store 34	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000542470	Liquor Store 33	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000542513	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000542524	Liquor Store 15	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000542973	Robert Southworth	Network	Incident	None		TIR Missed: No	0.46
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	7.81
INC000000543053	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000543057	Liquor Store 15	None	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000543059	Liquor Store 29	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000543098	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000543246	Liquor Store 14	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000543864	Anita Knowley	Telecom	Dial Tone	Telephone		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	1.36
INC000000543868	Anita Knowley	Telecom	Feature	Telephone		TIR Missed: Yes	1.05
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	1.36

Alcoholic Beverage Control

INC000000545060	Liquor Store 12	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000545061	Liquor Store 32	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546018	Liquor Store 22	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546020	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546022	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546024	Liquor Store 19	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546026	Liquor Store 25	EIS Hardware	Printer	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546027	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546028	Liquor Store 11	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546029	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546032	Liquor Store 37	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546033	Liquor Store 42	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546036	Liquor Store 23	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546037	Liquor Store 02	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546355	Liquor Store 28	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546356	Liquor Store 25	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546358	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000546405	Liquor Store 41	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546522	Liquor Store 03	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546524	Liquor Store 11	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546528	Liquor Store 39	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546728	Liquor Store 06	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000546944	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547026	Liquor Store 06	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547028	Liquor Store 42	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547092	Liquor Store 24	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547418	Liquor Store 24	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547493	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547494	Liquor Store 39	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547495	Liquor Store 29	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000547496	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548009	Liquor Store 31	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548010	Liquor Store 01	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548050	Liquor Store 01	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000548051	Liquor Store 27	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548366	Liquor Store 34	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548433	Nina McDermott	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548740	Ryan J Sorensen	Application	Error	None		TIR Missed: No	0.47
	Metro D Desktop Support	Kevin Perry	Alcoholic Beverage Control	Low	Closed	TTR Missed: Yes	7.93
INC000000548787	Liquor Store 43	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548791	Liquor Store 23	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000548799	Liquor Store 38	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000549050	Liquor Store 37	PC/Laptop	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000549346	Marjean Short	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000549349	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Closed	TTR Missed: No	0.00
INC000000549643	Liquor Store 01	Application	Error	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549645	Liquor Store 15	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549648	Liquor Store 14	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549652	Liquor Store 05	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549666	Liquor Store 21	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549696	Liquor Store 07	Application	Error	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549707	Liquor Store 42	Application	Reporting	Triversity Point-of-Sale	TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000549709	Liquor Store 07	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549712	Liquor Store 03	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549715	Liquor Store 03	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000549944	Liquor Store 37	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550015	Tammy Bolte	EIS Hardware	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550016	Marjean Short	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550018	Liquor Store 11	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550054	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550124	Liquor Store 28	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550391	Lorrie Hill	Application	None	None		TIR Missed: No	0.00
	Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550589	Liquor Store 03	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550592	Liquor Store 07	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550597	Liquor Store 44	PC/Laptop	Error	Microsoft Windows XP Professi		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550601	Liquor Store 12	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550742	Liquor Store 32	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550870	Liquor Store 02	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000550918	Liquor Store 23	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000551058	Liquor Store 27	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551158	Liquor Store 01	Application	Reporting	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551175	Liquor Store 03	Application	Reporting	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551220	Liquor Store 27	Telecom	Area Code	Telephone	TIR Missed:	No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.86
INC000000551237	Craig Nielsen	None	None	None	TIR Missed:	No	0.00
	Application Support	Chris Christensen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551266	Liquor Store 01	Application	Reporting	Novell GroupWise 32-bit Windo	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551315	Marjean Short	Print/Copy/Scan/Fax	Paper Jam	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.17
INC000000551342	Doug Murakami	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.20
INC000000551377	Debbie Hawks	Telecom	None	Telephone	TIR Missed:	No	0.13
	Voice Operations	Gail Christiansen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	1.90
INC000000551421	Liquor Store 29	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551422	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551423	Liquor Store 44	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551518	Liquor Store 05	Application	Reporting	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551520	Liquor Store 11	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551521	Liquor Store 42	Application	Error	Triversity Point-of-Sale	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551523	Liquor Store 12	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551524	Liquor Store 16	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000551525	Liquor Store 32	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551526	Liquor Store 44	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551527	Liquor Store 35	Application	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551528	Liquor Store 24	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551529	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551651	Bonnie Healey	None	None	None		TIR Missed: No	0.03
	Application Support	Wayne Andersen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.03
INC000000551699	Val Dunaway	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551776	Robert Hansen	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551787	Liquor Store 03	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551845	Liquor Store 02	Telecom	Dial Tone	Telephone		TIR Missed: No	0.63
	Voice Operations	Gail Christiansen	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.63
INC000000551866	Liquor Store 26	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000551943	Liquor Store 30	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000552437	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000552442	Liquor Store 05	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000552446	Liquor Store 39	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000552458	Liquor Store 14	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00
INC000000552501	Liquor Store 40	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000552507	Liquor Store 11	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000552847	Liquor Store 26	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000552848	Liquor Store 03	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553096	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553101	Liquor Store 06	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553181	Liquor Store 01	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553183	Liquor Store 32	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553423	Liquor Store 38	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553557	Liquor Store 24	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553625	Cindy L Holmes	Application	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553691	Cindy L Holmes	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553853	Liquor Store 17	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553962	Liquor Store 45	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553977	Liquor Store 21	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553978	Liquor Store 09	PC/Laptop	Error	Microsoft Windows XP Professic		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000553979	Liquor Store 30	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00
INC000000554028	Liquor Store 14	PC/Laptop	Hardware	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control		Low	Resolved	TTR Missed: No	0.00

Alcoholic Beverage Control

INC000000554029	Liquor Store 27	Application	Reporting	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000554030	Liquor Store 35	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000554031	Liquor Store 45	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000554740	Liquor Store 27	Application	Error	Triversity Point-of-Sale		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000554862	Liquor Store 42	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000554869	Liquor Store 40	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Greg Clawson	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000554965	Liquor Store 02	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000555313	Liquor Store 15	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000555334	Liquor Store 26	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000555530	Liquor Store 05	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000555539	Liquor Store 19	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00
INC000000555543	Liquor Store 37	Application	None	None		TIR Missed: No	0.00
Metro D Desktop Support	Rod Tucker	Alcoholic Beverage Control	Low	Resolved		TTR Missed: No	0.00